



Certificate IV in Hospitality

SIT40416

- Nationally Recognised Training
- Traineeship Allowed
- This training is subsidised by the NSW Government

DURATION
18 Months

ATTENDANCE
Self paced

DELIVERY
Online

START DATE
01 Jul 2021

LOCATION
OTEN (Open Training Education Network)
51 Wentworth Rd, Strathfield

STUDY COMMITMENT
15 Hours Per Week

How much time on average each week you will need to commit to successfully complete this course.

Hours include class attendance/participation, directed study, and any required work placements.

You may also need to do additional hours of self-directed study.

Studying with TAFE NSW

With over 25,000 industry connections*, teachers experienced in the latest industry trends plus state-of-the-art facilities, it's easy to see why TAFE NSW is Australia's largest training provider. Want even more reasons to study with us?

*TAFE NSW current employer database as of May 2017



85.9%
EMPLOYER SATISFACTION

NSW EMPLOYERS ARE VERY SATISFIED WITH THE QUALITY OF THE NATIONALLY RECOGNISED TRAINING WE DELIVER*



80%
OF GROWTH AREAS COVERED

WE OFFER TRAINING IN 80% OF THE OCCUPATIONS PREDICTED TO HAVE THE GREATEST GROWTH OVER THE NEXT 5 YEARS^



83%
GRADUATE SATISFACTION

TAFE NSW ENJOYS A RATING WELL ABOVE THE NATIONAL AVERAGE FOR THE OVERALL QUALITY OF TRAINING#



93%
WOULD RECOMMEND TAFE NSW

AS A TRAINING PROVIDER - NATIONAL VET AVERAGE 90%**

Source: ^ employment.gov.au, * Graduate Satisfaction Survey - Undergraduate [Quality Indicators of Teaching and Learning (QILT) - Course Experience Questionnaire 2017-2018]. * NCVET, Survey of Employers' Use and Views of the VET System, 2017. ** VET - NCVET Graduate Outcomes Survey 2018

OVERVIEW

The nationally accredited Certificate IV in Hospitality strengthens your hospitality skills and focuses on leadership and customer service. You will be prepared to manage with confidence and step up to a supervisor or team leader role in the fast-paced and exciting world of hospitality.

LEARN NEW SKILLS

Through a mix of theory and practical coursework, learn to:

- Lead and manage people
- Monitor work operations
- Provide advice on food and beverage pairings
- Enhance customer service experiences
- Manage conflict in the workplace
- Contribute to work health and safety procedures

DEVELOP YOUR TALENT

Develop the attributes to help you get ahead:

- Leadership and management abilities
- The ability to work independently and show initiative
- Quick problem solving skills
- A focus on people
- A commitment to providing high levels of customer service
- Great communication skills

ACHIEVE YOUR GOALS

Completing this course provides you with:

- A nationally recognised qualification at Certificate IV level
- Responsible Service of Alcohol interim certificate
- Strong pathways to continued studies to enhance your career opportunities

Career opportunities

- Duty manager
- Food and beverage supervisor
- Front office supervisor
- Housekeeping supervisor
- Gaming supervisor
- Shift manager

GROW YOUR CAREER

Take your career further with the:

- Diploma of Hospitality Management
- Advanced Diploma of Hospitality Management

- Bachelor of Business with TAFE NSW Degrees

ENTRY REQUIREMENTS

When you study with TAFE NSW, we want you to succeed. Entry requirements allow us to make sure that you have the right pre-existing knowledge and skills to achieve your chosen qualification. You will need to provide evidence that you meet the requirements listed in this section.

ENTRY REQUIREMENTS

There are no entry requirements for this qualification. You can enrol in this course now.

Traineeship

TAFE NSW also offers the Certificate IV in Hospitality as a traineeship. To be eligible as a trainee you must:

- Be employed in the hospitality industry as this course is delivered in the workplace
- Have a signed traineeship contract

Thinking about a traineeship? Enquire today.

COURSE SUCCESS REQUIREMENTS

During your study, you will need to meet specific requirements to complete your coursework. Your teacher will let you know when you need to provide evidence of:

- A valid license or proof of age card, proving that you are at least 18 years old

This is mandatory for the following electives:

- Provide responsible service of alcohol
- Provide responsible gambling services

If you are under 18 or need support in preparation for study, contact us about your options.

WORK PLACEMENT

Work placement provides you with opportunities to practice responding to situations or circumstances that cannot be replicated in a simulated environment.

You will be required to complete a minimum of 36 service periods. Some of these are scheduled as part of your course, while others are undertaken in approved work placement.

LICENSING REQUIREMENTS

NSW Liquor and Gaming regulations require you to be at least 18 years of age to obtain a competency card and work with alcohol or gaming machines.

TAFE NSW will provide you with an interim certificate that is valid for a short time while you apply for a competency card. To find out more, visit the Liquor and Gaming NSW [website](#).

IS THIS COURSE RIGHT FOR YOU?

To be prepared for this course, we recommend you have:

- Numeracy and literacy skills at a Year 10 high school level
- Good communication skills

- The ability to multi-task and respond well to busy environments
- An interest in hospitality, providing customer service and working in a fast-paced, shift environment
- Teamwork skills and enjoy working with others

If you need help preparing for study, contact us about your options.

ADDITIONAL REQUIREMENTS

With 130 locations across the state, TAFE NSW tailors qualifications to meet the needs of the local community and specific student groups (like apprentices, fast-tracked and online students). To make sure this course is the right fit for you, we will need you to demonstrate that you can meet the additional requirements below.

To be enrolled in this course, you need to be able to provide evidence that you are:

- a trainee (you will work in industry and study at the same time)
- employed
- signed up with an Apprentice Network Provider and have a Training Plan Proposal
- seeking to gain skills and knowledge to become a qualified hospitality supervisor after successful completion

To successfully complete this course, you will need:

- access to the Internet, a computer, printer, software programs, Email and telephone.

Work Placement is a requirement of this course. You will need to complete:

- 36 service periods or shifts that involve setting up for service, participating in the service and closing the service period, to show that you can provide quality hospitality service to customers. The service periods must be worked in businesses such as restaurants, hotels, motels, clubs, pubs, cafes and coffee shops.

Work placement and the demonstration of practical skills are requirements of this course. Due to the impacts of COVID 19 and the disruption to service provision in some industry sectors, you may experience delays in being able to undertake these aspects of your course in your planned timeframe.

OTHER COURSE INFORMATION

INFORMATION SESSIONS

There are no information sessions currently scheduled for this course.

STUDY COMMITMENT

This is an online course. You will need to complete approximately 11 hours of online study, each week, for your enrolment duration of 18 months.

You can increase the hours of online study per week to complete the course sooner.

You can also expect to complete approximately 4 hours of additional study each week outside of online study hours, including independent study, research, practice and assignments and 36 service periods required.

IS THIS COURSE RIGHT FOR YOU?

This course offering is designed for people who:

- are employed as trainees
- require skills and knowledge to work in a supervisory position at various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafes, and coffee shops.

SERVICES AND STUDY SUPPORT

There are additional learning and study tools available for this course, including:

- Teacher support is available by phone, email and Skype Monday to Friday

We offer student services and study support to ensure you can achieve your goals. Learn about TAFE NSW [Student Services](#)

As a TAFE NSW student in this course, you will have access to:

- LinkedIn Learning (formerly Lynda.com)
- Smarthinking - after hours online study support service
- Easy computing online short courses
- Access to local TAFE libraries
- Accessibility and Disability Support Services
- Access to Read&Write learning support software at TAFE and at home

ATTENDANCE

The way you learn may change during your enrolment to ensure the best learning experience or to keep you safe as COVID-19 restrictions change, and some of our face to face classes may change to online or virtual classroom learning. Also, to ensure that we keep you safe while studying, we may modify our face to face classes to meet physical distancing requirements and increased cleaning on campus. If work placement and the demonstration of practical skills are requirements of your course, there may be a modification or delay in the planned timeframe due to COVID-19 impacts. Be assured, we'll keep you informed every step of the way.

An individual training plan will be provided when you enrol in this course. Your plan will outline the recommended study timetable and detail your units and assessments.

FEE DETAILS

SUBSIDISED PRICES

FIRST QUALIFICATION *
\$2,360.00

SUBSEQUENT QUALIFICATION
\$2,750.00

TRAINEESHIP **
\$1,000.00

CONCESSION
\$240.00

NON-SUBSIDISED PRICE

FULL FEE
\$8,010.00

*If you are 35 years old or over and are looking for work you may be eligible for the mature age workers **Fee-Free** scholarship which will be verified at enrolment.

You may be eligible for the NSW Smart & Skilled **Fee-Free Traineeship which will be verified at enrolment.

WHAT DO THESE PRICES MEAN?

First Qualification Fee

Applies to a student who does not already hold a post-school qualification from any tertiary sector (TAFE, private provider or University), and includes any vocational (certificates, Diplomas, Advanced Diplomas) and higher education (degree) qualifications achieved in Australia or overseas previously.

Subsequent Qualification Fee

Applies to a student who already holds one or more post-school qualifications from any tertiary sector (TAFE, private provider or University), and includes any vocational (certificates, Diplomas, Advanced Diplomas) and higher education (degree) qualifications achieved in Australia or overseas previously.

Apprenticeship Fee

Eligible apprentices are exempt from fees when undertaking an apprenticeship under the NSW Government's Fee Free Apprenticeship. For apprentices who are not eligible, apprenticeship qualification fees are capped at \$2,000.

For more information visit the [Fee Free Apprenticeships](#) page.

Traineeship Fee

Applies to a student undertaking a traineeship qualification under a traineeship pathway, with fees are capped at \$1,000.

For more information visit the [Apprenticeships and Traineeships](#) page.

Concession Fees

Applies to eligible disadvantaged students who receive a specified Commonwealth Government welfare benefit or allowance. Concession fees are discounted, with flat fees applied across a qualification level.

For more information on concessions and exemptions, visit the [Smart and Skilled Fee Exemption and Concessions](#) page

on the *Smart and Skilled* website.

For more information on Smart and Skilled funding, visit the [Smart and Skilled](#) page.

SMART AND SKILLED FEES

This course is government-subsidised, meaning you pay a portion of the full course fee to TAFE NSW and the NSW Government will pay the balance. However, you must meet certain eligibility criteria for this to apply.

Depending on your previous qualifications and experience, your fee may be less than the maximum fee quoted. Your actual fee and eligibility for concession/exemption will be calculated and confirmed during the enrolment process. Payment plans are available through TAFE NSW for Smart and Skilled eligible qualifications.

For further information about eligibility and explanations of the different fee categories, visit [Are You Eligible?](#)

For further information on fees and charges please see <https://www.tafensw.edu.au/get-started-at-tafe-nsw/fees-information>

Please ensure you also read and understand the associated fee policies and conditions related to withdrawal from a course, applying for a refund of fees, applying for a deferral to your studies and if you are behind in payment of instalments.

ADDITIONAL RESOURCES

If you require RSA competency card/FFS certificates an additional cost is required:

- RSA - \$87 (unit SITHFAB002) is charged by Liquor and Gaming NSW.
- Food Safety Supervisor Certificate - \$30 (units SITXFSA001 and SITXFSA002) is charged by the NSW Food Authority.

These fees need to be paid before we can issue the certificates.

READ BEFORE YOU ENROL

Learn about TAFE NSW [Fees](#)

Learn about TAFE NSW [Payment/Funding](#)

RECOGNITION

Recognition is a process of acknowledging previously completed qualifications, skills, knowledge or experience relevant to your course. This may reduce the amount of learning required, reduce your course fees and allow you to achieve your qualification faster.

Learn about Recognition at TAFE NSW [Recognition](#)

HOW TO ENROL

Enrolling with us is easy, though the exact process does depend on your course and any prerequisites that go with it. Be sure to read all course information carefully to make sure it is the right qualification, location and study type for you. Enrol and pay online via our secure payment gateway to secure your place. As you progress through the enrolment process you will be prompted to provide additional information.

For further information or assistance, call 131 601.

If you are interested in studying as a Trainee please call 131 601 for full details. (only if available as a trainee)

UNITS

UNIT CODE	UNIT DESCRIPTION
SITXCOM005	Manage conflict
SITXWHS003	Implement and monitor work health and safety practices
SITXFIN003	Manage finances within a budget
BSBDIV501	Manage diversity in the workplace
SITXCCS007	Enhance customer service experiences
SITXHRM003	Lead and manage people
SITXHRM001	Coach others in job skills
SITHIND004	Work effectively in hospitality service
SITXMGT001	Monitor work operations
SITXWHS002	Identify hazards, assess and control safety risks
SITXHRM002	Roster staff
SITXHRM006	Monitor staff performance
SITHFAB002	Provide responsible service of alcohol
SITHIND002	Source and use information on the hospitality industry
SITXFIN002	Interpret financial information
SITXFSA001	Use hygienic practices for food safety
SITXFSA002	Participate in safe food handling practices
SITXMPR005	Participate in cooperative online marketing initiatives
SITXEBS001	Use social media in a business
SITTTSL007	Process reservations
SITXCOM004	Address protocol requirements

NEXT STEPS

Need more information? Call our customer support team on 131 601 or [submit an enquiry](#)